

**1. WHAT IS RIMS?**

The Rhode Island Modernization System (also known as the Rhode Island Motor Vehicle System – or RIMS) is the name of a computer system designed to replace the 40-year-old technology now in use by the Rhode Island Division of Motor Vehicles. RIMS is one of a number of initiatives intended to improve Rhode Island’s critical infrastructure. This new computer system will bring the DMV’s transaction processing into the 21<sup>st</sup> century, allowing us to serve you better and communicate with our partner agencies faster while keeping your personal information secure.

**2. WHEN WILL THE DMV LAUNCH THE NEW COMPUTER SYSTEM?**

We plan to launch the new system on Wednesday, July 5, in Cranston only, and we will be connecting our branch offices and partner agencies in stages over the following two weeks.

**3. WILL THE DMV CHANGE ITS HOURS OF OPERATION DURING THE COMPUTER SYSTEM LAUNCH?**

Yes. All DMV offices will be closed on Monday, July 3. The main office in Cranston will reopen on Wednesday, July 5 after the Independence Day holiday. Branch offices will begin reopening on Thursday, July 13 on a staggered basis. Additionally, the Wakefield DMV office will be closed beginning on May 22. Return to the RIMS information box on the DMV’s home page for the full branch schedule.

**4. IF THE DMV WILL ONLY OPEN ITS CRANSTON OFFICE AFTER THE LAUNCH, HOW DO I MAKE SURE I CAN COMPLETE A TRANSACTION DURING THAT TIME?**

The DMV will serve customers at the Cranston office by **RESERVATION ONLY** from Wednesday, July 5 through Monday, July 17. Reservations for service at the Middletown and Woonsocket branches will also be available from Thursday, July 13 through Monday, July 17. Walk-in service will be restored and available at all branches during their regular business hours beginning on Tuesday, July 18. Reservations for service from July 5 through

July 17 will be made available for scheduling through the RIMS information box on the DMV's home page in mid-June.

**5. WHAT HAPPENS IF I CANNOT GET A RESERVATION AT A TIME THAT'S CONVENIENT FOR ME?**

Walk-in service will **NOT** be available during the launch period. We urge you to plan ahead: go online, use the mail, or come into a DMV office prior to June 30 to renew your credentials or complete other motor vehicle transactions.

**6. WHAT IF MY LICENSE OR REGISTRATION EXPIRES DURING THE LAUNCH PERIOD AND I CANNOT MAKE A RESERVATION?**

The DMV is seeking legislative authority to temporarily extend expiration dates on licenses, IDs, and motor vehicle registrations during this time period. However, all licenses and registrations expiring in June or July 2017 can be renewed now! (See #9 below.) We urge you to plan ahead: go online, use the mail, or come into a DMV office prior to June 30 to renew your credentials early.

**7. WILL ONLINE TRANSACTIONS BE AVAILABLE DURING THE LAUNCH PERIOD?**

All online transactions will be unavailable beginning at 6:00 p.m. on Friday, June 30, and availability will begin again on Wednesday, July 5 at 12 noon. Some online transactions will be unavailable starting on June 29; details will be provided on the Online Services page of the DMV web site. Banking fees for online transactions have been waived through the launch period.

**8. WHERE ELSE CAN I COMPLETE MOTOR VEHICLE TRANSACTIONS DURING THE LAUNCH PERIOD?**

To assist us with preparing for the RIMS launch, AAA Northeast has extended its Rhode Island registry services to non-members through Monday, July 31. **However, AAA will be unable to process DMV transactions from Saturday, July 1 through Friday, July 7.** Transaction service will be restored to AAA offices in Rhode Island in stages beginning on Saturday, July 8. Please check back for the AAA opening schedule or

check with the AAA office near you for more information. General information regarding registry services available at AAA offices can be found here: <https://northeast.aaa.com/automotive/registry-services/rhode-island.html>

**9. CAN I RENEW MY LICENSE OR REGISTRATION EARLY?**

Yes. You can complete many transactions, such as license or registration renewals, as much as 60 days in advance of expiration dates. We urge you to take advantage of that renewal-period flexibility. Go online, use the mail, or come into a DMV office prior to June 30 to renew your credentials or complete other motor vehicle transactions.

**10. WILL COMPUTERIZED LICENSE TESTS/ROAD TESTS BE AVAILABLE?**

License knowledge exams and CDL endorsement exams will be available in Cranston during this time period by appointment only. Please visit the road test scheduling link on the DMV web site for available dates, times, and locations for road tests.

*Do you have a question that isn't answered here? Submit it to the DMV using the DMV Feedback Form available here: <http://www.dmv.ri.gov/feedback/index.php>  
Updates to this Q&A will be posted on this page, so please check back regularly.*